

CGE Intercultural Learning and Team Development Modules Feedback (Modules 1 & 2)

1. Reflection on the influence of past cross-cultural experiences

2. Varying ways of experiencing diversity

3. Diversity of communication and conflict styles

4. Key contrasts

- Info holders vs. non-holders
- Direct vs. Indirect conflict and problem styles
- Mpls vs. other sites
- Experience of oppression of some sort vs. not

5. Effective strategies

- All staff meetings
- Workshops and training
- Working with Interculturalist
- Intentionally sharing experiences and asking quieter people to share
- Focus on common mission
- Nothing is effective
- Responding to emails within 2-3 days

6. Recommendations

1) View "class differences" as "cultural difference"

2) Revisit communication and conflict style → implement neutral terminology – not "passive aggressive" or "MN nice"

3) Establish meeting facilitation and email protocol

(e.g. In meetings, everyone must speak, time limits, state their preferred/default communication style)

4) Re-examine time orientation - using the past to interpret current events: many talked about previous incidents and contexts and used that to give context to current realities. This can be useful and problematic.

5) Become intentional about the use of power in leadership. -This is critical.

6) Create intranet site for only CGE staff (bringing everyone together for staff meetings is expensive; this can be an alternative). The site should have two parts:

1. "work part" to discuss work related matters as a whole
2. "relational part" to discuss non-work stuff, specifically a place to build community and nurture relationships (e.g. play some virtual game together; use creativity to come up with some activity that everyone can do and have fun doing it; may take several attempts)

7) Articulate a common core vision – explicitly state it and then believe in it. This will be the savior when times are tough (instead of relying on Us (CGE) vs. Them (the College) to establish cohesion.